



**KENYA UTALII COLLEGE,
NAIROBI**



MINISTRY OF
TOURISM,
WILDLIFE &
HERITAGE

YEAR 2025 MANAGEMENT DEVELOPMENT PROGRAMMES



KENYA UTALII COLLEGE, NAIROBI



INTRODUCTION

Kenya Utalii College is a Hotel and Tourism Training Institution established in 1975. The College's mission is to develop a highly qualified and globally competitive Human Resource for the Hospitality and Tourism Industry by providing quality tourism and hospitality education, purposeful Research and Consultancy.

Over the years, the College has established itself as a Centre of Excellence in the field of Hospitality and Tourism training. The recent award of ISO 9001:2015 Quality Management Systems Certification on Training, Research and Consultancy in Tourism and Hospitality, is an achievement that indicates the institution's effort in repositioning itself to continue setting the trend in training for Hospitality and Tourism globally. Besides its international recognition, the College is a member of the following organizations:

- ✓ United Nations World Tourism Organization (UNWTO)
- ✓ International Association of Hotel School Directors (EUHOFA)
- ✓ International Air Transport Association/United Federation of Travel Agents Association (IATA)
- ✓ Association of Hospitality and Tourism Schools in Africa (AHTSA)

YEAR 2025 MANAGEMENT DEVELOPMENT PROGRAMMES

Kenya Utalii College offers a wide range of Management Development Programmes which vary from year to year according to industry needs. The five day modules are held at the College during the month of June while customized in-house programmes are held throughout the year on special arrangements.

In 2025, applicants will have a choice of one module from two modules offered concurrently in each week as shown in the schedule below:

MANAGEMENT DEVELOPMENT PROGRAMME: YEAR 2025 SCHEDULE

DATE	PROGRAMME	PROGRAMME
2 nd June, 2025 to 6 th June, 2025	Transforming Food & Beverage Through Leadership, Innovation and Operational Excellence	Training as a Strategy for Managing Talent Disruption in a Highly Competitive Business Environment
9 th June, 2025 to 13 th June, 2025	Repositioning Laundry Section as a Strategic Driver of Hotel Operational Efficiency in the 21 st Century	Sustainable Operations in Commercial Kitchens
16 th June, 2025 to 20 th June, 2025	Managing Cultural Diversity in the Workplace	Mastering Hotel Security Strategies for Effective Management
23 rd June, 2025 to 27 th June 2025	Revenue Management 360 Degrees	Climate Smart Technologies: Opportunities for the Tourism and Hospitality Industry

PROGRAM TITLE: TRANSFORMING FOOD & BEVERAGE OPERATIONS THROUGH LEADERSHIP, INNOVATION, AND OPERATIONAL EXCELLENCE

1.1 PROGRAM DESCRIPTION

This program is designed to enhance leadership skills, operational efficiency, innovative thinking in leadership, streamlined service operations, and integrated innovative practices to improve guest satisfaction and business performance. Participants will gain insights into modern management techniques, data-driven decision-making, and emerging trends that shape the future of hospitality.

1.2 PROGRAM OBJECTIVES

By the end of the program, participants will be able to:

- ✓ Inspire and manage teams for service excellence.
- ✓ Streamline F & B operations, reduce waste, and boost productivity.
- ✓ Embrace new trends for better guest experiences.
- ✓ Recognize insights to elevate service quality.
- ✓ Apply cost-control strategies for profitability.
- ✓ Foster effective communication and teamwork.
- ✓ Establish ethical, eco-friendly, and regulatory practices.

1.3 KEY FOCUS AREAS

- ✓ Strategic Leadership in F&B Operations.
- ✓ Operational Efficiency and Process Optimization.
- ✓ Innovation and Technology Integration.
- ✓ Customer Experience and Service Excellence.
- ✓ Financial Management and Cost Control.
- ✓ Sustainability and Ethical Business Practices.
- ✓ Crisis Management and Resilience in Hospitality.

1.4 TARGET GROUP

- ✓ F&B Managers.
- ✓ Restaurant & Bar Supervisors.

1.5 LEARNING METHODOLOGIES

- ✓ Interactive discussions, videos and case studies.

PROGRAM TITLE: TRAINING AS A STRATEGY FOR MANAGING TALENT DISRUPTION IN A HIGHLY COMPETITIVE BUSINESS ENVIRONMENT

2.1 PROGRAM DESCRIPTION

Human resource is a major factor in the stability of any organization. However, many organizations lack personnel with the essential skills to drive their operations. This has been compounded by increased labour mobility across sectors and regions. Frequent labour migration has led to disruption of organizations and unstable business environment. The development has made managing talent disruption a crucial component of sustainable competitiveness.

2.2 PROGRAM OBJECTIVES

By the end of the program, participants will be able to:

- ✓ To analyze strategic talent management.
- ✓ To explain the new triggers for increased labour mobility.
- ✓ To know the demographics among employees in the labour market.
- ✓ To identify essential skills for your organization.
- ✓ To manage talent in your organization.

2.3 KEY FOCUS AREAS:

- ✓ Overview the global labour market.
- ✓ Global labour migration.
- ✓ Effective skills audit in the labour market.
- ✓ Paradigm shift in talent management.
- ✓ Creating an employee-friendly workplace.
- ✓ Changing workplace demographics.
- ✓ The nexus between technology and manpower solutions.

2.4 TARGET GROUP:

Company Executives, General Managers/Departmental Managers/ Operational Managers.

2.5 LEARNING & TEACHING METHODOLOGIES:

Interactive sessions and lectures, Case Studies, Presentations, and Group Sessions.

PROGRAM TITLE: REPOSITIONING THE LAUNDRY SECTION AS A STRATEGIC DRIVER OF HOTEL OPERATIONAL EFFICIENCY IN THE 21ST CENTURY.

3.1 PROGRAM DESCRIPTION:

In the competitive landscape of the hospitality industry, the laundry department emerges as a critical driver of operational efficiency and enhances the overall quality of the guest experience. Every hospitality establishment relies on timely and effective laundry services to maintain high standards of cleanliness and comfort, which are vital to guest satisfaction. The 21st-century hospitality industry demands a fresh perspective on the role of laundry services. In this regard, there is need for the repositioning of the laundry section for overall profitability and sustainability of hotel operations.

3.2 PROGRAM OBJECTIVES:

By the end of the program, participants will be able to:

- ✓ To demonstrate the importance of Laundry and Dry Cleaning services in hotel operations.
- ✓ To analyze current trends and technological innovations in Laundry and Dry Cleaning operations.
- ✓ To explain eco-friendly and sustainability practices in Laundry and Dry Cleaning operations.
- ✓ To apply laundry science in the 21st century.

3.3 KEY FOCUS AREAS:

- ✓ Strategic positioning of laundry operations in hotel management.
- ✓ Innovative technologies transforming laundry and dry cleaning services in the 21st century.
- ✓ Sustainability in laundry operations: green practices and eco-friendly solutions.
- ✓ Laundry Science: understanding fabric care, cleaning agents, and water quality management.
- ✓ Hygiene and safety: compliance with OSHA regulations in hotel laundry operations.
- ✓ Future trends in laundry and dry cleaning operations.

3.4 TARGET GROUP:

Rooms Division, Laundry Managers /Assistant Laundry Managers / Executive Housekeepers /Assistant executives Housekeepers.

3.5 LEARNING & TEACHING METHODOLOGIES:

Group Sessions, Presentations, Case Studies and Lectures.



PROGRAM TITLE: SUSTAINABLE OPERATIONS IN COMMERCIAL KITCHENS

4.1 PROGRAM DESCRIPTION:

Sustainability in a commercial kitchen involves integrating practices and strategies that minimize environmental impact, reduce waste, and promote resource conservation while maintaining efficiency. The program is designed to foster sustainable practices and strategies in commercial kitchen operations. Participants will be able to appreciate leadership, waste reduction strategies, and integrate use of technology in operations.

4.2 PROGRAM OBJECTIVES:

By the end of the program, participants will be able to:

- ✓ Explain the concepts of sustainability in the kitchen.
- ✓ Implement sustainable practices in operations.
- ✓ Appreciate environmental conservation.
- ✓ Apply sustainable sourcing and menu planning.
- ✓ Understand use of smart applications in the kitchen.

4.3 KEY FOCUS AREAS:

- ✓ Servant leadership.
- ✓ Menu planning and costing.
- ✓ Sustainable cooking.
- ✓ Kitchen waste management.
- ✓ Technological application.

4.4 TARGET GROUP:

Executive Chefs, Sous Chefs, Restaurant Managers, Managers.

4.5 LEARNING METHODOLOGIES:

Class Discussions, Case Studies, Presentations, Direct and Non-Direct Reading, and Group Sessions.

PROGRAM TITLE: MANAGING CULTURAL DIVERSITY IN THE WORKPLACE

5.1 PROGRAM DESCRIPTION:

This is a management program for online managers and supervisors in the tourism industry. The program explores new challenges facing the 21st-century tourism industry due to globalization. Emphasis will be given to managing cultural diversity in the global village and customer predisposition. The program will cover a broad range of topics including: Managing cultural diversity and getting the best out of your employees; managing diversity in human resources; gender and the workplace; cultural diversity and the law; SQM & and diversity; and performance and profitability.

5.2 PROGRAM OBJECTIVES:

By the end of the program, participants will be able to:

- ✓ State the principles governing diversity in the workplace.
- ✓ Explain the importance of global diversity in the tourism industry.
- ✓ Discuss cultural diversity and the law.
- ✓ Explain employees' wellness and how to get the best from them.
- ✓ Explain service and gender issues in the workplace.

5.3 KEY FOCUS AREAS:

- ✓ Introduction to workplace diversity.
- ✓ Managing cultural diversity.
- ✓ Service and gender issues in the workplace.
- ✓ Performance and Profitability in the Workplace.
- ✓ Cultural diversity and the law.

5.4 TARGET GROUP:

Operations Managers (tourism and hospitality), Human Resource Managers, Talent, and Training Managers who have worked for at least one year in the industry.

5.5 LEARNING METHODOLOGIES:

Lectures, case studies, and focus group discussions.

PROGRAM TITLE: MASTERING HOTEL SECURITY STRATEGIES FOR EFFECTIVE MANAGEMENT

6.1 PROGRAM DESCRIPTION

This specialized leadership and risk management training is designed to equip hospitality professionals with advanced security management, crisis response, and operational leadership skills. As the industry faces growing security challenges that range from fraud and cyber threats to guest safety and crisis management, top leadership must be strategic, proactive, and well prepared. This program prepares participants to navigate the complex security challenges of the modern hospitality industry.

6.2 PROGRAM OBJECTIVES:

By the end of the program, participants will be able to:

- ✓ Provide an in-depth understanding of contemporary hotel security and safety concerns.
- ✓ Equip participants with skills to develop and implement hotel security and safety concerns.
- ✓ Strengthen crisis management and emergency response capabilities.
- ✓ Enhance awareness of fraud prevention, counter-terrorism measures, and cyber security risks.
- ✓ Address the evolving security trends in hospitality security.

6.3 KEY FOCUS AREAS:

- ✓ Leadership and strategic management in hospitality.
- ✓ Risk management and crisis preparedness.
- ✓ Hotel fraud management and prevention strategies.
- ✓ Crisis communication and conflict resolution.
- ✓ Terrorism and effective hotel counter terrorism strategies.
- ✓ Innovation and future trends in hospitality security.

6.4 TARGET GROUP:

Hotel managers, operations managers, chief security officers, facility and maintenance managers and heads of hotel departments/sections.

6.5 LEARNING METHODOLOGIES:

Group discussions, case studies, hands-on training and role playing simulations.

PROGRAM TITLE: HOSPITALITY REVENUE MANAGEMENT 360°

7.1 PROGRAM DESCRIPTION:

Revenue management is cross-functional and cross-disciplinary Revenue management concerned with optimizing financial results. The course will provide you with an in-depth Knowledge about the principles of revenue-cycle analysis, management and their applications. To Create and manage customer demand, establish a marketing strategy built around well-designed control systems, and fine-tune yield management in your market.

The program will provide the knowledge and attitudes you need to maximize revenue in today's complex global market. Use a strategic approach that enables your team to push the levers that drive profits and performance.

7.2 PROGRAM OBJECTIVES:

By the end of the program, participants will be able to:

- ✓ Establish the fundamentals of revenue management; as the cornerstone of revenue strategy.
- ✓ Assess the impacts of revenue ratio analysis and pricing strategies.
- ✓ Assess the strategic role of the Online Travel Agents (OTAs) and their contribution towards hotel revenue.
- ✓ Apply technology in revenue management and digital marketing.

7.3 KEY FOCUS AREAS:

- ✓ Introduction to hospitality revenue management.
- ✓ Non- traditional applications of hotel revenue management.
- ✓ Pricing strategy, segmentation, digital marketing and distribution channels.
- ✓ Search engines and online selling: stimulating incremental demand.
- ✓ Yield management concepts.

7.4 TARGET GROUP:

Rooms Division Managers/Front Office, Managers/ Operational Managers /Revenue, Managers /Reservation Managers/Sales and Marketing Managers.

7.5 LEARNING METHODOLOGIES:

Class discussions, case studies, presentations, direct and non- direct reading, and group sessions.

PROGRAM TITLE: CLIMATE SMART TECHNOLOGIES AND THE OPPORTUNITES FOR THE TOURISM AND HOSPITALITY INDUSTRY

8.1 PROGRAM DESCRIPTION:

Climate change is a major environmental problem whose effects include rising sea levels, high food prices, increased infectious diseases, heightened need for air conditioning, destruction of hotel infrastructure and wildlife deaths. Tourism transport and accommodation activities emit greenhouse gases which contribute to climate change. It is also estimated that the tourism industry contributes about 5% of the global carbon dioxide emissions.

Climate smart tourism activities give businesses a competitive edge by reducing operational costs and gaining global recognition. Climate smart technologies also help reduce carbon emissions, thereby earning extra income through the carbon market.

The program will equip participants with the capacity to apply climate smart technologies in their businesses, help reduce carbon emissions and create opportunities for boosting revenue.

8.1 PROGRAM OBJECTIVES:

By the end of the program, participants will be able to:

- ✓ Apply climate smart strategies and technologies in the hospitality and tourism businesses.
- ✓ Achieve climate change preparedness in the hospitality and tourism businesses.
- ✓ Examine carbon markets opportunities and benefits for the hospitality and tourism businesses.
- ✓ Evaluate carbon market readiness for hospitality and tourism and businesses.

8.2 KEY FOCUS AREAS:

- ✓ Lessons learnt and climate change preparedness for the tourism and hospitality businesses.
- ✓ Carbon market and opportunities for the tourism and hospitality businesses.

8.3 TARGET GROUP:

Travel and Tour Company Managers, Hotel & Lodge managers, Restaurant Managers, Reservations Managers and Sales & Marketing Managers.

8.4 LEARNING METHODOLOGIES:

Lectures, class discussions, case studies, group sessions and presentations.



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PROGRAM COSTS

1. ACCOMODATION

Participants are advised to make their own accommodation arrangements.

2. INTERNATIONAL PARTICIPANTS

The cost for tuition will be as follows:

One Program	US\$530.00
Two Programs	US\$1030.00
Three Programs	US\$1500.00
Four Programs	US\$2030.00

These costs include the program fee, Program materials, lunch, mid-morning tea and afternoon tea.

3. KENYAN PARTICIPANTS

Non-levy paying establishments will be charged a non-resident fee of KShs.18,000/- per module.

4. APPLICATION PROCEDURES

The application procedure begins with the completion of the enclosed application form. Companies sending more than one employee may make photocopies of the application form to facilitate individual employee application.

Application forms should be submitted by 9th May, 2025



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GENERAL INFORMATION

LOCATION

Kenya Utalii College is located approximately 8 km from Nairobi's city Centre, off Thika Super Highway. The College is about 40 minutes' drive from the Jomo Kenyatta International Airport and 15 minutes' drive from the City Centre. Taxis are readily available at the airport.

WEATHER

Although the long rains extend into the month of June, the climate is relatively warm. However, carry some warm clothing in the event of a chilly night. Average temperatures during this period are about 21°C.

OUTREACH PROGRAMS

The College also offers standard and customized outreach programs anywhere on the continent. Information on these programs is available from the college on request.

For more information, contact:

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